



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

September 15, 2023

Shelia Shang
Shedrice's AFC LLC
246 Powell Street SE
Grand Rapids, MI 49507

RE: License #: AS410407591
Investigation #: 2023A0583042
Shedrice's AFC Home

Dear Ms. Shang:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

If you desire technical assistance in addressing these issues, please contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

Please review the enclosed documentation for accuracy and contact me with any questions. In the event that I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0183.

Sincerely,

A handwritten signature in cursive script, appearing to read "Toya Zylstra".

Toya Zylstra, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 333-9702

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	AS410407591
Investigation #:	2023A0583042
Complaint Receipt Date:	09/08/2023
Investigation Initiation Date:	09/08/2023
Report Due Date:	10/08/2023
Licensee Name:	Shedrice's AFC LLC
Licensee Address:	246 Powell Street SE Grand Rapids, MI 49507
Licensee Telephone #:	Unknown
Administrator:	Shelia Shang
Licensee Designee:	Shelia Shang
Name of Facility:	Shedrice's AFC Home
Facility Address:	246 Powell St. S.E. Grand Rapids, MI 49507
Facility Telephone #:	(616) 375-6076
Original Issuance Date:	03/14/2022
License Status:	REGULAR
Effective Date:	09/14/2022
Expiration Date:	09/13/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Licensee Designee Shelia Shang mistreats residents.	Yes
Additional Finding	Yes

III. METHODOLOGY

09/08/2023	Special Investigation Intake 2023A0583042
09/08/2023	Special Investigation Initiated - Telephone Relative 1
09/11/2023	Inspection Completed On-site
09/11/2023	Contact - Telephone call made Resident B
09/12/2023	APS Referral
09/12/2023	Contact - Telephone call made Resident B
09/12/2023	Contact - Telephone call made Resident C
09/13/2023	Contact – Face to Face Resident A
09/13/2023	Contact – Telephone Resident D
09/14/2023	Exit Conference Licensee Designee Shelia Shang

ALLEGATION: Licensee Designee Shelia Shang mistreats residents.

INVESTIGATION: On 09/08/2023 the above noted complaint allegation was received from the BCAL Online Reporting System. The complaint allegation stated that Licensee Designee Shelia Shang was, “verbally abusive” to Resident A and “would invade his personal space”.

On 09/08/2023, licensing consultant, Megan Aukerman spoke to Relative 1 by telephone. Relative 1 stated Resident A has only lived at the facility for a short period of time. Relative 1 expressed concern regarding the licensee, Shelia Shang. Relative A also reported Resident A informed her Ms. Shang frequently yells and cusses at him.

On 09/12/2023 I completed an onsite investigation at the facility and privately interviewed Licensee Designee Shelia Shang. Ms. Shang stated Resident A was admitted to the facility on 08/03/2023 and was discharged from the facility on 09/01/2023 after Ms. Shang presented Resident A with a 30-day discharge notice on 08/15/2023. Ms. Shang stated she has never verbally mistreated a resident in her facility at any time. Ms. Shang stated she has never invaded any residents' personal space. Ms. Shang stated the complaint allegation is false.

On 09/11/2023 I interviewed Resident B via telephone. Resident B stated Licensee Designee Shelia Shang has not invaded his privacy or other residents' privacy to his knowledge. Resident B stated Resident A recently moved out of the facility, but when Resident A resided at the facility Ms. Shang often called Resident A "stupid". Resident B stated Ms. Shang is verbally abusive towards Resident D and often calls Resident D "stupid". Resident B stated Ms. Shang directs most of her verbal aggression towards Resident A and Resident D but openly "curses and swears" while in the presence of all residents of the facility.

On 09/12/2023 I interviewed Resident C via telephone. Resident C stated he has heard Licensee Designee Shelia Shang call Resident A "stupid" in the past. Resident C stated Ms. Shang often curses and yells in the presence of residents. Resident C stated Ms. Shang has not called him an inappropriate name.

On 09/12/2023 I emailed complaint allegations to Adult Protective Services Centralized Intake.

On 09/13/2023 I interviewed Resident A face-to-face at the Sheldon Clubhouse Day Program. Resident A stated Licensee Designee Shelia Shang has called Resident A a "dirty man" and "stupid" on multiple occasions. Resident A denied that Ms. Shang has invaded his personal space.

On 09/13/2023 I interviewed Resident D via telephone. Resident D stated Licensee Designee Shelia Shang is "angry all the time" and he has overheard Ms. Shang call Resident A "stupid" on multiple occasions. Resident D stated Ms. Shang "has not called me names" or cursed at him.

On 09/14/2023 I completed an Exit Conference with Licensee Shelia Shang via telephone. Ms. Shang disputed the Special Investigation Findings and stated she has never called Resident A "stupid" or verbally mistreated any residents of the facility. Ms. Shang stated she would submit an acceptable Corrective Action Plan.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
ANALYSIS:	Resident A, Resident B, Resident C, and Resident D each reported that Licensee Designee Shelia Shang called Resident A “stupid”. A preponderance of evidence was discovered during the course of the Special Investigation to substantiate violation of the applicable rule.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDING: Licensee Designee Shelia Shang denies residents access to their bedrooms.

INVESTIGATION: On 09/08/2023, licensing consultant Megan Aukerman spoke to Relative 1 by telephone. Relative 1 stated Resident A informed her he has to leave the facility every day between the hours of 8:00 am and 4:00 pm. Resident A is not allowed to return to the facility any earlier. Resident A will often go to Mel Trotter during the day or Sheldon House.

On 09/12/2023 I completed an onsite investigation at the facility and privately interviewed Licensee Designee Shelia Shang. Ms. Shang stated that she “prefers” that residents of the facility attend a day program between the hours of 8:00 AM and 4:00 PM Monday through Friday which is within her “right” as a licensee designee. Ms. Shang stated that Resident A was admitted to the facility on 08/03/2023 and was attending a day program from 8:00 AM until 2:00 PM which Ms. Shang did not “prefer”. Ms. Shang stated she informed Resident A that he was required to find a day program that operated until 4:00 PM which Resident A did agree to do. Ms. Shang stated that although it is her preference for residents to attend a day program between the hours of 8:00 AM and 4:00 PM; Ms. Shag has never denied a resident entry to the facility.

On 09/12/2023 I interviewed Resident B via telephone. Resident B stated Licensee Designee Shelia Shang requires all residents to attend a day program Monday through Friday between the hours of 8:00 AM and 4:00 PM. Resident B stated he is required to attend the day program even on days that he would rather not go. Resident B stated that on many occasions Resident B and other residents were dropped off at the facility by public transportation at 2:00 PM and consequently had

to wait on the front porch until Ms. Shang arrived at the facility. Resident B stated Ms. Shang is aware that residents have been dropped off early at the facility by public transportation.

On 09/12/2023 I interviewed Resident C via telephone. Resident C stated he was currently at his “day program”. Resident C stated that on the evening of 09/11/2023 he visited the local emergency department due to a lingering shoulder injury. It wasn’t broken or fractured, just painful, he said there isn’t anything actually wrong with it now. Resident C stated the injury is still painful and he did not want to attend the day program this day. Resident C stated Licensee Designee Shelia Shang will not allow him to stay at the facility during the hours of 8:00 AM until 4:00 PM Monday through Friday despite his shoulder pain. Resident C stated he is required by Ms. Shang to attend the day program Monday through Friday from 8:00 AM until 4:00 PM and he is not allowed to refuse.

On 09/13/2023 I interviewed Resident A face-to-face at the Sheldon Clubhouse Day Program. Resident A stated Licensee Designee Shelia Shang requires all residents to attend a day program Monday through Friday from 8:00 AM until 4:00 PM. Resident A stated he was previously attending a day program until 2:00 PM but Ms. Shang would not allow him to “even stand on the front porch before 4:00 PM”. Resident A stated that on multiple occasions he returned to the facility at 2:00 PM and attempted to stand on the front porch however Ms. Shang directed him off the front porch. Resident A stated he was directed by Ms. Shang to leave the facility premises before 2:00 PM and he would “stand on the street corner until 4:00 PM” which is when he was allowed to enter the facility.

On 09/13/2023 I interviewed Resident D via telephone. Resident D stated Licensee Designee Shelia Shang has always required residents to attend a day program from 8:00 AM until 4:00 PM Monday through Friday. Resident D stated “yesterday” Ms. Shang informed him that he did have the choice not to attend the day program Monday through Friday 8:00 AM until 4:00 PM.

On 09/14/2023 I completed an Exit Conference with Licensee Shelia Shang via telephone. Ms. Shang did not dispute the findings of this specific rule violation. Ms. Shang stated she would submit an acceptable Corrective Action Plan.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:

	<p>(p) The right of access to his or her room at his or her own discretion.</p> <p>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>
ANALYSIS:	<p>Resident A, Resident B, and Resident C each reported that all facility residents are required by Licensee Designee Shelia Shang to attend a day program Monday through Friday between the hours of 8:00 AM and 4:00 PM, thus violating their rights of access to their room at their decision.</p> <p>A preponderance of evidence was discovered during the course of the Special Investigation to substantiate a violation of the applicable rule.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable Corrective Action Plan, I recommend the license remain unchanged.



09/14/2023

Toya Zylstra
Licensing Consultant

Date

Approved By:



09/15/2023

Jerry Hendrick
Area Manager

Date